



The licensee shall develop and implement written staff development policies and procedures that identify the person responsible and the time frames for completion of the following. These evaluations shall take place annually, and training shall be updated accordingly:

1. An assessment of training needs for each staff person and volunteer.

- a. Savage Sisters Recovery Inc. House & Property Manager Training is conducted by a different individual depending on who is receiving the training. For the Property Managers, the Director of the relevant Housing Program would provide the training. For House Managers, the Property Manager and the Director of the program would conduct the training. Training includes a review of the orgs mission, Code of Conduct, and Employee Drug Policy. Additional information covered includes House Rules, Mission Statement, Day to Day and Weekly Responsibilities, Intake Interview Process, Rule and Consequence Enforcement, UA & Breathalyzer Administration, Covid 19 Best Practices, Financial and Record Keeping Responsibilities, and Overdose Reversal Training. Training for House Managers occurs while they are Assistant House Managers in the weeks before they are promoted to House Managers. Training will occur on Sundays after House meetings, which occur at 10:00 am. Additional training sessions will occur at least monthly during Manager meetings, and on site at times designated by the Trainer until at least four training sessions have been completed. Training for Property Managers occurs before stepping into the role of Property Manager. In addition to reading and signing documents such as the Employee Code of Conduct before becoming a Savage Sisters employee, Property Managers must attend at least one training session. Additional training sessions will occur at least monthly during Manager meetings, and on site at times designated by the Trainer until at least four training sessions have been completed. Property Managers will be randomly supervised by the Director at least once a quarter. The Director of the program will evaluate the effectiveness of the training, and the employees ability to utilize it. Property Managers randomly shadow House Managers once a month, reporting back to the Director on the status of each home. After each training, an evaluation of the performance of the House and Property Manager is to be provided to the person being trained.
- b. Savage Sisters Recovery Inc. Outreach Coordinator Training includes a review of the orgs mission, Code of Conduct, and Employee Drug Policy. Additional information covered includes volunteer interactions and onboarding procedures, Outreach preparation training, Inventory upkeep and maintenance training, Covid 19 Best Practices, and Outreach leadership training.
- c. Savage Sisters Recovery Inc. Volunteers receive Narcan and Harm Reduction training before being able to participate in our street based Outreach events. These trainings review how and when to administer Nasal Narcan, how to engage with individuals we serve and ask if they are willing to go to treatment, and offer our organizations services in providing transportation to treatment, and training on how to offer the people we serve information on Covid 19, and vaccine availability.

2. A plan for addressing those needs.

- a. House Manager and Property Manager Training Requirements consist of a three day training period, which require the leadership of the Executive Director. Materials needed for training include one Urine Test, One Breathalyzer, One Safe, One Lockbox, and one Laptop. Each day takes approximately six hours, and the days do not have to be consecutive.
- b. Outreach Coordinator Training Requirements consist of a three day training period. Each day takes approximately five hours. One day will take place at the Executive Director's office, and will go over company policies, code of conduct, company mission, volunteer interaction, and invoice preparation and compliance for inventory. One day will take place at our storage space, and will go over the preparation of Outreach, material preparation, storage space organization, and inventory maintenance. One day will take place at McPherson Square during an actual Outreach, and will consist of how to lead an Outreach event.
- c. Outreach Volunteers Training Requirements consist of one time training that takes one to two hours. Materials needed include a Fentanyl Test Strips, a water bottle, Narcan, preferably a demo Narcan, and dummy or a volunteer, and enough space for them to lay on the ground. Safe and compassionate overdose reversal training, fentanyl test strip use training, and rescue position training are all provided.

1. A mechanism to collect feedback on completed training

- a. Our organization collects feedback from house and property managers on a weekly basis after house meetings every Sunday afternoon via written and verbal feedback. Information collected includes progress of residents, needs of the house, and any other relevant comments.
- b. Our organization collects feedback from our Outreach Coordinator every week after our weekly Outreach event on Tuesday nights via email. Information collected includes the number of volunteers that attended, the number of materials distributed, the number of people served, and the number of needles picked up and turned into the Needle Exchange.
- c. Our organization collects feedback from volunteers on a regular basis via social media questionnaires, verbal feedback, and written questionnaires.
- d. Our Director shadows Property Managers on random days at least once a quarter, and Property Managers shadow House Managers at least once a month, reporting status and updates to the Director.
- e. Each time training is provided, the Director or Property Manager will provide the individual being trained with an evaluation of their performance. Sections found to be needing improvement are to be focused on in the interim and at the next training session.
- f. The Director of the program reviews feedback as needed, and at least on a monthly basis. The Director follows up with the Property Manager, and addresses the feedback as needed. Follow ups occur during monthly Manager meetings. Feedback can be addressed most effectively during the training sessions at the monthly Manager meetings.